

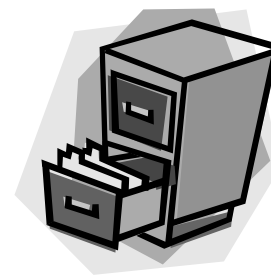
## **Department of Health and Human Services**

### ***Senior Rx Program***

## **Notice of Privacy Practices**

***Please read this paper carefully. This notice tells you who can see your health information with your okay and who can see it without your okay. It also tells what rights you have to see and control your information.***

Your health information is personal and private. The law says that we (the Nevada Department of Health and Human Services Director's Office, Senior Rx Program) must protect this information. When you first asked for our help, you gave us information that helped us decide if you qualified. It became part of your file, which we keep in our offices. Occasionally, we may also receive information about you from health care providers. A federal law says that we must give you this notice to help you understand what our legal duties are and how we will protect your health information.



### **When is it okay for us to share your health information?**

If you sign a special form that tells us it is okay to share your health information with someone, then we will share it.

We can also share your information without your okay if we need to agree to pay for certain prescriptions before you receive them. We can share it with the company that pays your prescription claims for us. We can share it when we review our programs and try to make them better. Under the law, these uses are called treatment, payment and health care operations.

The law says that there are some other situations when we may need to share information without your okay. Under the Senior Rx Program, it would be rare or unusual for some of the following examples to occur. However, if situations such as these do arise, the law allows us to share your information.

### **For your medical treatment and payment**

- ✓ When you need emergency care
- ✓ To help our business partners do their work
- ✓ To make a referral to another agency that provides treatment or services that you need

### **For public health reasons**

- ✓ To help researchers study health problems
- ✓ To help public health officials stop the spread of disease or prevent an injury
- ✓ To protect you or another person if we think that you are in danger

### **For your personal reasons**

- ✓ To tell your family and others who help with your care things they need to know
- ✓ For workers compensation
- ✓ To tell a funeral director if you die

### **Other special uses**

- ✓ To help the police and others who enforce the law
- ✓ To obey laws about reporting abuse and neglect
- ✓ To report information to the military
- ✓ To help government agencies review our work and investigate problems

### What are your rights?

- You can ask us not to share your information in some situations. However, the law says that we do not always have to agree with you.
- If you are reading this notice on the Internet or on a bulletin board, you can ask for a paper copy of your own.
- You can ask to look at your health information and get a copy of it. However, you need to remember that we do not have a complete medical record about you. Our records mostly deal with your eligibility for the Senior Rx Program and sometimes with payments for prescriptions. **If you want a copy of your complete medical record, you should ask your doctor or health clinic.**
- If you think that something is missing from or wrong in your health record that we have, you can ask us to make changes.
- You can ask us to give you a list of the times (after April 14, 2003) that we have shared your health information someone else. This will not include the times we have shared your information for the purposes of treatment, payment or health care operations.
- You can ask us to mail health information to an address that is different from your usual address or to deliver the information to you in another way.



#### What if you have a complaint?

If you think that we have not kept our promise to protect your health information, you may complain to us or to the U.S. Department of Health and Human Services. Nothing will happen to you if you complain.

### What are our responsibilities?

- Under the new law, we must keep your health information private except in situations like the ones listed in this notice.
- We must give you this notice that explains our legal duties about privacy.
- We must follow what we have told you in this notice.
- We must agree when you make reasonable requests to send your health information to a different address or to deliver it in a way other than regular mail.
- We must tell you if we cannot agree when you ask us to limit how your information is shared.

### Contact Information

If you have any questions or complaints about our privacy rules, please contact our Department's Privacy Officer at:  
Division of Health Care Financing and Policy  
1100 East William Street, Suite 101  
Carson City, NV 89701  
Phone: (775) 684-3600 or 1-800-992-0900

Or contact the U.S. Department of Health and Human Services at:  
Office for Civil Rights  
U.S. Department of Health and Human Services  
50 United Nations Plaza, Room 322  
San Francisco, CA 94102  
Phone: (415) 437-8310

The Department of Human Resources, Senior Rx Program has the right to change this notice and change the way your health information is protected. If that happens, we will make corrections and send a new notice to you by mail and we will post it in our offices and on our web site at:

<http://nevadaseniorr.x.nv.gov>.